



GOVERNMENT OF INDIA
Embassy of India
Tokyo

Tender Documents

Name of Work: IT related Annual Maintenance Contract for Embassy of India, Tokyo.

Government of India
Embassy of India
Tokyo

**Embassy of India
Tokyo**

Press Notice

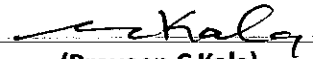
Embassy of India, Tokyo invites, on behalf of President of India, bids on two bids system for "IT related Annual Maintenance Contract for Embassy of India, Tokyo".

Earnest money deposit Tender JPY 100,000 (or EMO declaration)

processing fee Nil

Last date and time of submission of bid 06.06.2019

The bid forms and other details can be obtained from the website <https://www.indembassy-tokyo.gov.in>. Detailed Notice Inviting Tender is also available on <https://eprocure.gov.in/epublish/app>.



(Praveen C Kala)

Head of Chancery

Embassy of India, Tokyo

hoc.tokyo@mea.gov.in

<p style="text-align: center;">Embassy of India Tokyo</p>	 <p style="text-align: center;">सत्यमेव जयते</p>	<p>2-2-11 Kudan Minami, Chiyoda-ku, Tokyo 1020074 Tel: +81-3-3262 2391 Fax: +81-3-3234 4866 E-mail: hoc.tokyo@mea.gov.in</p>
---	---	--

TENDER NOTICE

TOK/885/01/G/2019

Dated 14.05.2019

Name of Works: " IT related Annual Maintenance Contract for Embassy of India, Tokyo".

The Embassy of India, Tokyo, on behalf of the President of India invites Lump-sum Fixed Price Tender for IT related Annual Maintenance Contract with Embassy of India, Tokyo. The broad detail of requirement is in Scope of Work (Section V).

2. Last date for submission of bids: 05.06.2019.

Tender Documents

Tender Contents

A. Technical Bid Documents:

- Document I - S-I : Instruction to Bidders (Section-I)
- Document I - S-II* : Introduction and Credentials of Bidder (Section-II)*
- Document I - S-III : Terms and Conditions of contract (Section-III)
- Document I - S-IV# : Standard formats for Earnest Money Deposit/Bid Security/ Guarantee, etc. (Section-IV)/Earnest Money Declaration (Section IV(a) &IV(b))

*Section-II - Documents about the bidders, experience, name of other offices/residences where he is working/ has worked experience, etc. and any other information about bidder. These documents can be supplied and attached by bidders.

If the bidder submit Earnest Money (EMO) in form of Pay Order/demand draft, in favour of "Embassy of India, Tokyo ", no. need of Section IV(a) and Section IV(b)

B. Financial Bid Documents:

- Document II -S-V : Scope of Work (Section-V)
- Document II -S-VI : Form of Tender - Financial bid letter (Section-VI)

(Lump sum fixed price for IT related Annual Maintenance Contract with Embassy of India, Tokyo in JPY to be quoted on this form by Bidder)



(Praveen C Kala)

Head of Chancery

Embassy of India, Tokyo
2-2-11 Kudan Minami, Chiyoda-ku, Tokyo 1020074
Tel: +81-3-3262 2391 Fax: +81-3-3234 4866
hoc.tokyo@mea.gov.in

TOK/885/01/G/2019
Embassy of India
Tokyo

Instruction to Bidders (Section-I)

Subject: : IT related Annual Maintenance Contract with Embassy of India, Tokyo.

The Embassy of India, Tokyo invites sealed tenders for IT related Annual Maintenance Contract with Embassy of India, Tokyo.

2. The tenders are invited under two bid system viz. technical Bid and Financial Bid from reputed and experienced suppliers of furniture in Tokyo.

3. Basic Qualifying Criteria are as follows:

- i. The Company providing technical services (from here on "the Service Provider") should have experience of providing such services (at least 5 years) to Small and Medium enterprises (with employee strength 50 – 200 people/PCs) in Japan
- ii. The Service Provider should be based in Tokyo, Japan
- iii. Technical support and communication with Embassy should be in English

4. The tender document can be downloaded from the following websites:

www.indembassy-tokyo.gov.in

<https://eprocure.gov.in/epublish/app> -> Tenders by Location -> Japan

5. Bidders are requested to go through the terms & conditions of contract contained in the bid document (Section III). Bidder are required to deposit Earnest Money Deposit (EMD) JPY 100,000(JPY One Hundred Thousand only)in the form of "Pay Order/demand draft, Bank Guarantee from a Scheduled bank of Tokyo in favour of Embassy of India, Tokyo " or Earnest Money Declaration. Bids received without EMO or Earnest Money Declaration will not be considered and rejected summarily.

6. The Tenders should be submitted in two sealed envelopes as below, along with prescribed EMD or Earnest Money Declaration:

(a) The first sealed cover superscripted as "Technical Bid" should contain details of technical capabilities of the firm (with documentary evidence i.e. Company registration paper, experience with other Embassy/ other reputed organization in Tokyo (as per Section -II).

(b) The second envelope superscripted "Financial Bid" should contain Price Schedule of Quantity (Section V) and rates only for furniture items as per Section VI.

(C) Both the sealed covers, along with EMD or Earnest Money Declaration should be placed in the main sealed envelope superscripted " IT related Annual Maintenance Contract with Embassy of India, Tokyo " addressed to the Head of Chancery, Embassy of India, Tokyo 2-2-11 Kudan Minami, Chiyoda-ku, Tokyo 1020074, and must reach on or before 05.06.2019. Bids may be hand delivered or sent by post at the aforementioned address so as to reach on or before the prescribed date and time. Embassy will not be responsible or any postal delay. Bids may not be sent by e-mail.

7. The Embassy reserves the right to amend any of the terms and conditions contained in the Tender document or reject any or all applications/offers without giving any notice or assigning any reason thereof. The decision of Embassy in this regard will be final and binding upon the bidders.

8. The Important schedules and dates are given below:

Key Event	Dates
Date of e-publishing on CPP Portal	15.5.2019
Date of receiving the bids (Start)	15.05.2019
Date of clarification (start)	16.05.2019
Date of clarification (end)	04.06.2019
Bid Submission Closing Date	05.06.2019
Technical Bid opening Date (Date and time for opening of financial bids of technically qualified bidders will be communicated separately)	07.06.2019

8. For Any tender related enquiry/clarification/site visit, please contact **Mr. Gaurav Gupta, IT Security Officer** by email: gaurav.gupta14@mea.gov.in or by phone - 08049369699.

9. All bidders are requested to read and understand the terms & conditions of the contract before submitting their bids. No change or violation of aforementioned terms and conditions is permissible once the quotation is accepted by the Embassy.


(Praveen C Kala)
Head of Chancery

Section-II

Introduction and Credentials of Bidder/TECHNICAL INFORMATION
(Proforma to be submitted with Technical Bid by the bidder)

Name of firm :

Address of the Registered Office:

Correspondence address:

Contact details:

Telephone No. :

Fax :

E-mail :

Requirements	Response
Brief introduction of the company.	
Has tenderer executed at least one similar project of JPY 900,000 or two similar projects of JPY 500,000 in last 10 years?	
Registration Certificate & license for the services.	
Has tenderer incurred any loss in more than 2 years during last 5 years?	
Details work plan and methodology for undertaking the job.	
List: Other Embassies/Consulates or reputed organization where you provided or are providing services of similar nature.	

****Kindly submit the supporting documents.**

Name of Company

Seal

Section-III

Terms and Conditions of Contract

1. At any time prior to the deadline for submission of bids, Embassy of India, Tokyo may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, modify the tender document.
2. Embassy of India award the contract to the eligible bidder whose technical tender has been accepted and determined as the lowest evaluated commercial tender. The lowest price criteria shall be applied on the total.
3. Interpretation of the clauses in the Tender Document/contract Document. In case of any ambiguity/dispute in the interpretation of any of the clauses in this Tender documents, Embassy of India, Tokyo's interpretation of the clauses shall be final and binding on all parties.
4. The successful bidder, on award of contract must send the contract/acceptance in writing within 3 days of award of contract; otherwise the Contract will be awarded to the next successful bidder i.e. L-2.
5. No request for revision/increase of approved rates during the currency of tenure will be entertained. No other charges like transportation fare etc. will be payable for providing the services.
6. Validity of Bid - The Bid shall remain valid for a period of 180 days from the date of the opening of the bid or up to any mutually extended period.
7. The firm would be responsible for its workers in terms of their antecedents and conduct, service performance and behavior as also the payment of salaries, compensation etc.
8. Lump Sum Fixed Price Tender - This is a LUMPSUM FIXED PRICE TENDER with Extent of Work as shown on scope of works. The Tenderer shall examine the scope of work and other Documents and all Addenda (if any) before submitting his Tender and shall become fully informed as to the extent, quality, type and character of operations involved in the Works. The Tenderer shall visit and acquaint himself with the Site of the Works. The tenderer shall take entire responsibility in the interpretation of this report and of the site conditions. No consideration or compensation will be given for any alleged misunderstanding of the nature of the work to be executed.
9. Tender and Schedule of Quantities -
 - (i) Bidders shall satisfy themselves of the quantities quoted in the Schedule of Quantities. These quantities shall be taken as guidance to assess the approximate quantum of work involved in the project. The Contractor prior to the submission of the tender, may add to items, quantities to the items in Schedule of Quantities as per the scope of the work, and site visit. It shall be the responsibility of the bidder to satisfy himself of the completeness of the documents for the scope of work and his own assessment of the work after site visit and as per the tentative scope of work mentioned in tender document. No extra cost shall be entertained and payable if any additional information or detail is provided later for carrying out the works as specified in the tender documents.
 - (ii) Bidders are required to quote Lump-sum fixed prices on "Form of Tender". Bidders may prepare schedule of quantity as per scope of work identifying item description, quantity and rates. The total amount of schedule of quantity prepared by them should be transferred to Form of Tender.
 - (iii) The Lump-sum Fixed Price/amount must be quoted both in figures and in words on the Form of Tender and the currency must be in JPY only. In case of any discrepancy between figures or words, the amount quoted in words shall be taken to be correct for this tender.

10. Final Tender Price- Decision on bid will be taken based on the final price quoted on the Form of Tender. Lump-sum Fixed Price/Amount as quoted in the "Form of Tender" shall be the basis for deciding the tender quote and the L1 bidder. In case of any mismatch in the final quoted price on Form of Tender and Total amount worked out on rates in Schedule of Quantities, the final price quoted on Form of Tender shall be considered for comparison of bids and decision on bid. If amount quoted on Form of Tender is more than amount worked out on Schedule of Quantities, the rates in the Schedule of Quantities shall not be altered/adjusted. If amount quoted on Letter of Tender is less than amount worked out on Schedule of quantities, the rates on schedule of quantities shall be adjusted in the ratio to match with quoted final price on the Form of Tender.

11. Bidders would be required to furnish the information and submit documents, as per the attached proforma and would quote prices strictly on Lump Sum basis only. Price quoted should be on all-inclusive basis and shall include the cost of all services, personnel, material, transportation etc. Technical information should be given in separate envelope.

12. Quoted price is final fixed lump-sum price inclusive of all taxes except VAT. Item I quantity indicated in the scope of work I schedule of quantity are tentative and some variation during execution may take place. The quoted price should include lump-sum charges for Labour I transportation and civil works required I necessary, if any, for complete installation. Nothing extra is payable for such variation.

13. Earnest Money Deposit - Demand draft/Banker's cheque/Bank Guarantee in favour of Embassy of India, Tokyo or Bid Securing Declaration (Section IV(a) and IV(b)).

14. Disqualification of Tender -Tender may be disqualified for any reason including, but not limited to the following:

- a) If tenderer sets forth any conditions which are unacceptable to the Employer.
- b) If any tender is submitted under a name other than the name of the individual firm, partnership or corporation that was issued the Tender Document.
- c) If there is evidence of collusion between Bidders.
- d) If Tender sets forth any offer to conditionally discount, reduce or modify its tender.
- e) If Bid price is disclosed before opening of Financial Bid.

15. Employer's right to waive - The Employer reserves the right to waive any deficiency in any tender where such waiver is in the interest of the Employer except that no proposal will be accepted if the Earnest Money Deposit (EMD) or Bid Securing Declaration in lieu of EMD or/any of the preceding statutory documents was not submitted with the tender.

Section-IV

Bank Guarantee Proforma for Earnest Money Deposit/Tender Security

Bank Guarantee No....

Brief description of contract:- IT related Annual Maintenance Contract with Embassy of India, Tokyo.

Name and Address of Beneficiary:- Embassy of India, Tokyo.

Date:

Whereas M/s (Name of Contractor with address) _____ have submitted their tender for Name of work : _ IT related Annual Maintenance Contract with Embassy of India, Tokyo and one of the tender conditions is for the M/s (Name of Contractor with address) to submit a Bank Guarantee for Earnest Money Deposit amounting to 100,000/- (JPY one hundred thousand Only). In fulfilment of the tender conditions, we, (Name of Bank with address) _____ hereby irrevocably and unconditionally undertake to pay to you within three working days of receipt of your first written demand, without any demur whatsoever and without seeking any reasons, whatsoever, up to the maximum aggregate amount 100,000/- (JPY one hundred thousand Only. This guarantee is valid for a period of 180 Days and any claim and statement hereunder must be received at the above mentioned office before expiry. After expiry, this guarantee shall become null and void whether returned to us for cancellation or not and any claim or statement received after expiry shall be ineffective.

Notwithstanding anything to the contrary contained hereinabove, the maximum liability under this guarantee is restricted to 100,000/- (JPY one hundred thousand Only).

Notwithstanding anything to the contrary contained herein above, this guarantee is valid from (date of issue) _____ up to the (date after 180 days from date of issue) _____ and claims under this guarantee should be submitted not later than (date after 180 Days from date of issue)_____

This guarantee may not, without our prior written consent, be transferred or assigned and this guarantee is limited to the payment of a sum of money.

Date

Signatures _____

Section-IV(a)
Bid Security/Earnest Money Deposit/Bank Guarantee

To safeguard against a bidder's withdrawing or altering its bid during the bid validity period, Bid Security (also known as Earnest Money) is to be deposited by the bidder. The bidders should furnish bid security along with their bids. The bid security may be in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (Proforma attached) from any of the commercial Bank, the Bid Security is to remain valid for a period of 180 days beyond the final bid validity period.

In place of Bid Security, the Bidders has option to sign a Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for 60 months from being eligible to submit Bids for contracts with the Embassy of India.

Section-V

Scope of Work for IT related Annual Maintenance Contract for Embassy of India Tokyo

Services Required

The core services for 90-100 desktop computers (currently 62 units running in Windows & 31 in Fedora/Linux OS = total 93), support include computing devices and technical staff being supported under this agreement. The Embassy will be gradually shifting to open source operating system (Linux based) and majority of the entire system will have Fedora/Linux operating system while some units (Consular / Accounts Sections) will still be running on Windows OS. The scope of work will include,

- Checking all PCs of the Mission
- Installation and updates of Antivirus software (recommended by EOI Tokyo)
- Removing Temp files, Improve user profile and Registry performance, Check hard disk space & run disk cleanup (in Windows OS based systems)
- Protecting the system from virus threat and removing of unnecessary Software
- On demand IT needs (system crash / break-down / installation of specific applications/ software as per instructions received from EOI Tokyo for better cyber security) (Maximum Turn around time should be 1 working day)

Computing devices

- Hardware installation
- Software and hardware maintenance of existing systems (for Linux / Windows)
- Installation of OS and other software / drivers (including for Windows/Linux based OS) in new and existing systems
- Regular cyber audit (Quarterly) as per procedure given by the Embassy
- Network security maintenance and configuration at PC level
- Other peripherals (Printer and Scanner)
- Installation of printer & scanner drivers (Windows / Linux)
- Troubleshooting of printer and scanner software related issues

Out of Scope

- Official email configurations
- Data recovery
- No hardware supply
- Printer Maintenance (Hardware related)

Section-IV(b)
Earnest Money/Bid Securing Declaration

I/we accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for 05 years from being eligible to submit any bid for contracts with Embassy of India, Tokyo.

Date

Signatures _____

Section-VI

Form of Tender (Financial Bid Letter)

(To be submitted by the Bidder in following format)

TO: Embassy of India, Tokyo

We declare:

That we are equipped with necessary expertise and facilities required for carrying out the work " IT related Annual Maintenance Contract with Embassy of India, Tokyo " as per the requirements of the contract. Our tender offer price for the above work order all complete as per the requirements of the contract is JPY ----- (JPY----- only). We have carefully read and understood the terms and conditions of the tender and enclose herewith complete Financial Bid as required by you. We do hereby confirm that our bid price is inclusive of all. We offer to execute and complete the Works and remedy any defects therein, in conformity with this Tender.

We understand that you are not bound to accept the lowest or any tender you may receive.

Signature _____

In the capacity of-----

Duly authorized to sign tenders for and on behalf of

Address:

Date:

